FIG. 1

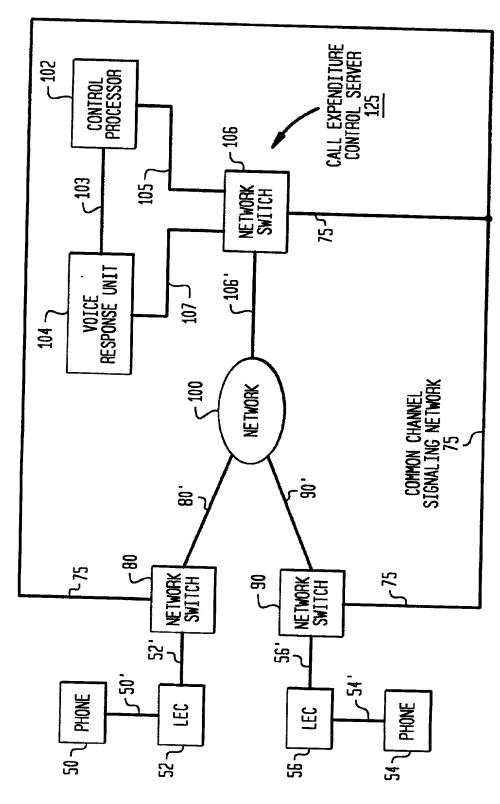
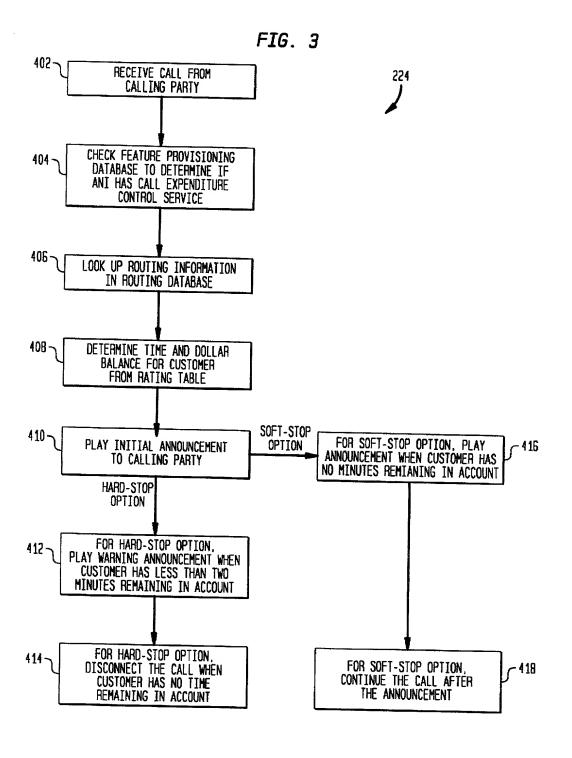


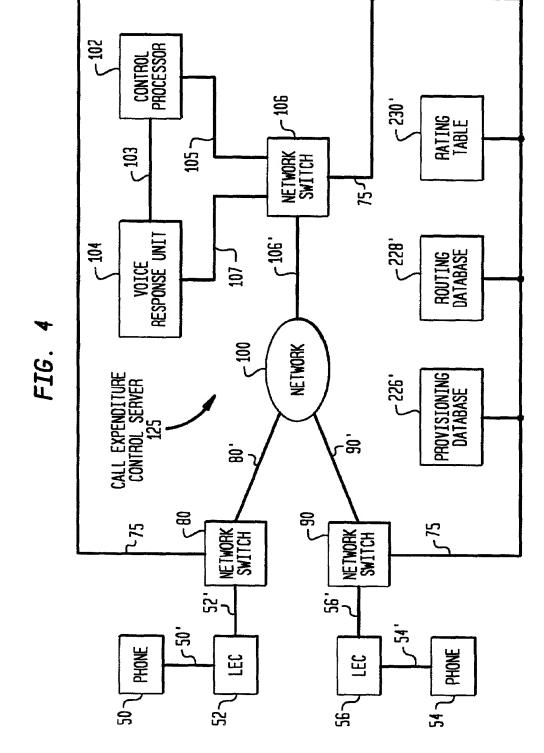
FIG. 2

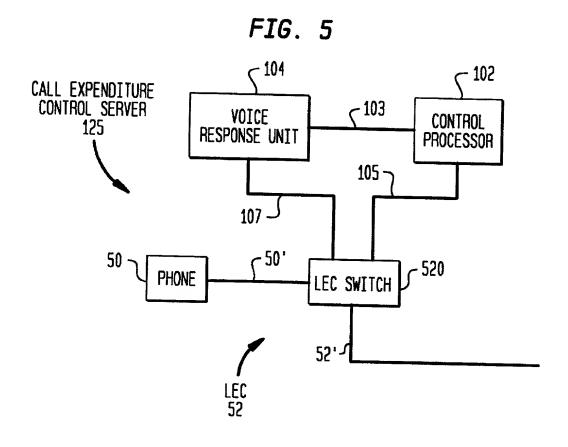
CONTROL PROCESSOR 102 MEMORY 202 CALL EXPENDITURE CONTROL PROGRAM 224 RATING TABLE (TIME AND DOLLAR BALANCE) 230 ANNOUNCEMENT DATABASE 232 VOICE RESPONSE UNIT CONTROL PROGRAM 222 NETWORK SWITCH CONTROL PROGRAM 220 **BUS 204** 206 508 210 212 DISK DRIVE I/0 I/0 **PROCESSOR ADAPTER ADAPTER** STORAGE 103' 105

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FIG. 6

